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Sent: Wednesday, 7 October 2020 11:26 AM
To: State Service Review
Subject: Feedback on focus areas

Dear Review team

I am reasonably happy with the focus areas of the review.

However, the overall reflection seems to be the impact of Covid-19 on the shape and roles and responsibilities of the TSS.

Taking into account the impact of Covid-19 and how we now work is important. However, there is another flavour impacting on the lives of the Tasmanian community and the TSS, and that is the impact of climate change and the increase in frequency and severity of events like floods, and bushfires and storm events and the like. State Servants have been trained and drawn into response roles and this has occurred more frequently over the past 10 years. From where I sit, Covid-19 is just one of a series of new and emerging challenges that Tasmania will have to face over the next decade or two. Can this consideration be dealt with under Focus area 9?:

Attracting, developing and retaining a skilled public sector workforce with the capacity to meet emerging economic, social, environmental and technological opportunities and challenges

I also wish to draw your attention to the difficulty of doing more with less. There are a couple of areas of work that I am involved with that we struggle to achieve in because of there simply being not enough staff to achieve them. Even though they are either legislative requirements or technological advancements that have been rolled out without the resources to implement them.

Can this consideration fit under Focus Area 7?

Identifying ways to help develop the long-term capability and agility of the TSS

Lastly, in recent times, I have become aware that the vast number of TSS staff do the right thing in their roles and functions. I am a Contact Officer and have been privy to training and supporting staff where there are issues of harassment or discrimination and there are plenty of policies and legislation and support tools for these issues. However I am also privy to the lesser number of dysfunctional situations where staff either do not have the capacity to understand feedback and discern their own in-appropriate behaviour, own it and change it. There appears to be little or no consequences for poor behaviour and as such, staff around these staff, have to simply put up with them getting away with inappropriate behaviour. Can this consideration fit under Focus Area 8?:

Implementing enhanced workforce management processes across the employee life cycle, including opportunities to implement improvements to how the TSS recognises, develops and manages employee performance

Thank you for this opportunity to discuss these issues.

Kind Regards
Jocelyn

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